

Cluster Area CIII: Family Centered Services (CF)

Question: Do family supports, services and resources increase the family's capacity to enhance outcomes for infants and toddlers and their families?

State Goal (for reporting period July 1, 2003 through June 30, 2004):

- Families' capacity to enhance outcomes for infants and toddlers is increased through participation in First Steps

Performance Indicators (for reporting period July 1, 2003 through June 30, 2004):

- The percentage of families reporting that services provided by First Steps and other providers increased their ability to meet their children's needs will increase.

1. Baseline/Trend Data and Analysis (for reporting period July 1, 2003 through June 30, 2004):

From April 2004 First Steps Family Survey

Q6: When my child was first evaluated, all concerns about my child's development raised by me and others were addressed.

	#	%	
Strongly Agree	673	48.84%	97.61%
Agree	672	48.77%	
Disagree	23	1.67%	2.39%
Strongly Disagree	10	0.73%	
Total	1378		

Q8: I feel the service coordinator and the early intervention providers listen to me and respect me.

	#	%	
Strongly Agree	830	59.93%	97.33%
Agree	518	37.40%	
Disagree	27	1.95%	2.67%
Strongly Disagree	10	0.72%	
Total	1385		

Q10: In creating our IFSP, I am asked about areas where our family felt things are fine and where we felt we need help.

	#	%	
Strongly Agree	749	55.07%	98.75%
Agree	594	43.68%	
Disagree	12	0.88%	1.25%
Strongly Disagree	5	0.37%	
Total	1360		

Q13: Since being part of First Steps, I know how to work with professionals and advocate for what my child needs.

	#	%	
Strongly Agree	530	40.61%	93.26%
Agree	687	52.64%	
Disagree	75	5.75%	6.74%
Strongly Disagree	13	1.00%	
Total	1305		

Q20: The information and help my family receive through First Steps has made our family better off.

	#	%	
Strongly Agree	784	59.08%	97.44%
Agree	509	38.36%	
Disagree	28	2.11%	2.56%
Strongly Disagree	6	0.45%	
Total	1327		

From Monthly First Steps Family Exit Survey (initiated in August 2004)

Q15: First Steps helped my family and my child's caregivers increase our confidence and competence.

	#	%	
Strongly Agree	124	46.79%	95.09%
Agree	128	48.30%	
Disagree	10	3.77%	4.91%
Strongly Disagree	3	1.13%	
Total	265		

Since August 2004, family exit surveys are being sent monthly to families that exited First Steps six months prior. 835 surveys were sent out between August 2004 and January 2005. Total surveys returned as of February 23, 2005, was 281 resulting in an approximate return rate of 33.6%. Results displayed in this report do not include "I Do Not Know," "Does Not Apply," or non-responses.

Family survey data show high levels of agreement with questions dealing with increased family capacity.

Child Complaint Data

There were no child complaints in this area during 2003-04.

Future Plans for Data Collection

- Data collection from IFSP Quality Indicators will show the extent that family concerns/priorities/resources are related to outcomes and services. Collection and use of data from the Quality Indicators scheduled to begin Summer 2005
- Database to compile informal issues regarding SPOEs, providers, agencies, etc. Database scheduled to be in place by Spring 2005
- The webSPOE system will include data from the family assessment which can then be linked to outcomes and services. The new system is scheduled to be implemented in Spring/Summer of 2005
- The provider surveys will ask questions about increasing family capacity to enhance outcomes as well as the provision of family-centered vs. child-centered services. Surveys are currently in development with distribution date in Spring 2005.

2. Targets (for reporting period July 1, 2003 through June 30, 2004):

- Develop and implement a family survey to assess the family's capacity to enhance outcomes.
- Develop and implement a follow-up survey to assess the family's capacity to enhance outcomes.

3. Explanation of Progress or Slippage (for reporting period July 1, 2003 through June 30, 2004):

The Family Survey was completed and implemented in April 2004 and is scheduled to be distributed again in Spring 2005. The exit survey was implemented in August 2004 and is being sent out monthly to families six months after exiting First Steps.

Business rules associated with the webSPOE software will ensure that family needs are identified, that all appropriate services are provided and will encourage services that are family-centered rather than direct service to the child only.

IFSP Quality Indicators were developed and finalized during 2004-05 and emphasize family-centered services by examining linkages between the family's concerns, priorities and resources and outcomes and services. The Quality Indicators can be found online at <http://www.dese.mo.gov/divspeced/FirstSteps/pdfs/MOIFSPRateScale.pdf>.

4. Projected Targets:

- 95% of families agree/strongly agree with survey questions associated with increasing family capacity to enhance outcomes
- Quality Indicators data show a high degree of correlation between family concerns/priorities/resources and outcomes and services
- Additional projected targets are in the Future Activities tables.

5 & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

New Cluster/ Probe	Future Activities to Achieve Projected Targets (5)	Projected Targets/ Evidence of Change (4)	Projected Timelines (6)	Resources (6)
CF	Finalize family exit survey and analyze survey results	Surveys indicate increased family capacity	Ongoing	EP, Data, Comp
CF	Develop and implement IFSP Quality Indicators	High percentage of IFSPs are scored as quality in regards to the linkages between family concerns/priorities and outcomes/services	2004-05	EP